



DEPARTMENT OF MOTOR VEHICLES CAREER EXECUTIVE ASSIGNMENT EXAMINATION BULLETIN

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

DIVISION: Field Operations Division

POSITION TITLE: CEA C, Deputy Director

LOCATION: Sacramento

SALARY: \$11,116.00 – \$12,621.00

FINAL FILING DATE: December 5, 2018

This position may be subject to Department of Finance approval.

POSITION DESCRIPTION

Under the administrative direction of the Directorate, Department of Motor Vehicles (DMV), the CEA C, Deputy Director, Field Operations Division (FOD) is responsible for the overall management and operation of FOD. The CEA C, Deputy Director, FOD directs the development and implementation of policies and procedures in support of DMV's mission critical programs and operational objectives.

Manages the activities of DMV's field offices, which provide vehicle registration, driver licensing, and related services to the general public. Directs the work of subordinate managers to ensure effective implementation of approved plans and policies and achievement of specific field office performance and service goals. Evaluates field office operations to identify problem areas and take corrective actions. Ensures complaints involving field office operations are promptly investigated and resolved.

Works with Deputy Directors, Assistant Deputy Director, FOD, and subordinate managers in DMV Headquarters to develop and implement enhancements to field office processes that involve new or innovative use of technologies. Serves as a member and attends meetings of the Enterprise Governance Council. Represents FOD at Director's Staff meetings and other strategy and planning sessions and meetings. Works closely with FOD Region Administrators and subordinate managers in the development and implementation of work and management improvement recommendations.

Makes recommendations to and advises the Directorate regarding the development and implementation of plans, policies, and programs for the effective and efficient operation of DMV's field office system. Formulates goals and objectives and reports progress to the Directorate.

POSITION DESCRIPTION (CONTINUED)

Directs the work of subordinate managers to ensure effective budget preparation and control, review of procedural and operational manuals, development and implementation of time reporting and personnel utilization reports, development and coordination of field office facility projects, training coordination, safety and security functions, business services, legislative analysis, and provision of other administrative services necessary to FOD operations. Develops FOD's budget and monitors expenditures in conformance with departmental needs.

Trains and directs FOD Region Administrators in the management of field office regions, and adjusts resources among regions to meet changing operational requirements. Works with top division management to develop leadership for the future. Represents the department at public appearances, meetings, discussions, and hearings with the public, news media, legislators, governmental agencies, and associations interested in or affected by DMV's programs or field office operations. Informs the Directorate of issues raised in such discussions or meetings. In the event of emergencies, implements emergency operating plans and ensures priority services and functions continue. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

CEA examinations are open to all applicants who possess the knowledge and abilities, and any other requirements as described in the examination bulletin. Eligibility to take a CEA examination does not require current permanent status in the civil service.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability is demonstrated by the following more specific knowledge and ability requirements:

- (1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.
- (2) Ability to plan, organize, and direct the work of multi-disciplinary professional and administrative staff; analyze administrative policies, organization, procedures, and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top-level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislative and Executive branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

KNOWLEDGE AND ABILITIES (CONTINUED)

These knowledge and abilities are expected to be obtained from the following kinds of experience (experience may have been paid or volunteer; in State service, in other governmental settings, or in a private organization):

CEA Level A. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Level B. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Level C. Extensive managerial and program administrative experience, which has included substantial responsibility for a combination of management functions such as program planning, policy formulation, organization coordination and control, and fiscal and personnel management.

Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATIONS

The following desirable qualifications are critical factors in job success for this CEA position. You must provide responses and specific examples for each of the desirable qualifications in your Statement of Qualifications. The responses and examples you provide may be the only tool used for determining your final score and rank for this examination.

1. Describe your well-developed leadership skills which demonstrates your ability to plan, organize, and direct multi-disciplinary staff, including program managers in separate geographical locations; and describe your experience in personnel management, including training, staff motivation, recognition and development, and performance management.
2. Describe your knowledge of the principles and practices of organization, fiscal management, legislative process, and the Department's Equal Employment Opportunity Program.
3. Describe your demonstrated ability to gain the confidence and support of top level administrators, and your demonstrated ability to advise them on a wide-range of administrative matters.
4. Describe your well-developed interpersonal skills, and your demonstrated ability to work effectively with departmental executive staff, governmental agencies, private industry, and community-based organizations.
5. Describe your experience in formulating and implementing policies and procedures.
6. Describe your demonstrated ability to analyze complex problems and recommend effective courses of action utilizing innovative thinking, discernment, decisiveness, and process improvements.
7. Describe your demonstrated ability to manage the activities of field offices providing services to the California public, and your demonstrated ability to ensure effective implementation of plans to achieve performance and service goals.

EXAMINATION INFORMATION

The Statement of Qualifications will be reviewed and rated by an examination panel. Candidates will be competitively ranked according to their qualifications using predetermined evaluation criteria consistent with the minimum and desirable qualifications for the position.

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The results of this examination will be used only to fill the position of CEA C, Deputy Director, Field Operations Division with the Department of Motor Vehicles and may be used to fill subsequent vacancies for this position for a period of up to 12 months. Standard State Applications (STD. 678) and Statement of Qualifications will be retained for 12 months. The Department may elect to consider new applicants in addition to those previously screened.

Questions regarding the examination process should be directed to Lisa Roper, Selection Analyst, at (916) 403-8339.

FILING INSTRUCTIONS

Interested applicants **must** follow the filing instructions below. Applicants who fail to follow the filing instructions or fail to submit all items by the final filing date will be disqualified from this examination.

1. Complete a Standard State Application (STD. 678).

The STD. 678 is available through your CalCareer Account at www.calcareers.ca.gov.

The STD. 678:

- **Must** indicate the position title in the "EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING" box.
- **Must** include all title/job classifications, employment dates, and duties performed.
- **Must** have an original signature and date; STD. 678s submitted electronically using a CalCareer Account are considered signed and dated.

2. Complete a Statement of Qualifications.

A Statement of Qualifications contains your narrative explanations of how your education, training, experience, knowledge, skills, and abilities meet the minimum qualifications and DESIRABLE QUALIFICATIONS for this position. It is also your written presentation to the examination panel and serves as documentation of your ability to present information clearly and concisely in writing.

Cover pages, cover letters, and resumes **do not** take the place of the Statement of Qualifications.

The Statement of Qualifications:

- **Must** include specific examples addressing each of the DESIRABLE QUALIFICATIONS. The specific examples you provide on the Statement of Qualifications may be the only tool used for determining your final score and rank for this examination.
- **Must** be typed with font no smaller than Arial 10 point.
- **Must** be no more than two (2) pages in length (*one 8 ½" x 11" sheet with print on front and back is considered two [2] pages*).
- **Must** be clearly titled "Statement of Qualifications" at the top of the first page.

FILING INSTRUCTIONS (CONTINUED)

3. Submit the completed STD. 678 and Statement of Qualifications by the final filing date using one (1) of the three (3) options below.

- **Electronic (Using Your CalCareer Account)**

Click on the “Apply Now” button on the job posting at www.calcareers.ca.gov, follow the prompts, and print a receipt as proof of submission. Email or fax will **not** be accepted.

- **By Mail**

Must be postmarked by the final filing date. Dates printed on Mobile Bar Codes, such as Quick Response (QR) Codes available at the United States Postal Service (USPS), are not considered postmark dates for the purposes of determining timely filing. Interoffice mail received after the final filing date will **not** be accepted. **Address for mailing:**

Department of Motor Vehicles
Attn: Lisa Roper – CEA
Selection and Certification Unit
P.O. Box 932315, MS E678
Sacramento, CA 94232-3150

- **Drop-Off**

Must be placed in the “Selection & Certification Unit Drop Box” by 5:00 p.m. on the final filing date. **Address for drop-off:**

Department of Motor Vehicles
Attn: Lisa Roper – CEA
“Selection & Certification Unit Drop Box”
2415 1st Avenue, 1st Floor Lobby
Sacramento, CA 95818

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application (STD. 678). You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the minimum qualifications does not assure a place on the eligible list.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with the civil service laws and rules and all competitors will be notified.

GENERAL INFORMATION (CONTINUED)

General Qualifications: All candidates for, appointees to, and employees in the state civil service shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver license, a good driving record and is expected to drive the car safely.

Criminal Record Clearance: Some positions within the Department of Motor Vehicles may be subject to fingerprint and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

*California Relay (Telephone) Service for the deaf or hearing impaired:
from TDD phones (800) 735-2929; from voice phones: (800) 735-2922.*

Classification Specifications are located at:

<http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx>